



For Your Family's Health



**Plan Quality  
Comparison Guide  
2008**

# Welcome to the Healthy Families Program Plan Quality Comparison Guide for 2008

This Plan Quality Comparison Guide is published to give you an overview about the performance of participating health and dental plans in providing care and customer services to HFP members.

## **What's in this Report?**

- **Health Plan Quality:**

Results of information about services provided by participating health plans.

- **Members' Experience:**

Results of a survey of families enrolled in the Healthy Families Program during 2007.

## **How to Use the Information in this Report:**

- Identify the plans available to you for the coming year. These plans are listed on the Personal Fact Sheet in your Open Enrollment 2008 packet.
- Find the charts in this Report with the quality measures important to your family, and see how the plans available to you scored.

If you would like to share your thoughts on this report, please write to:

Healthy Families Program  
Attention: Benefits Division  
P.O. Box 2769  
Sacramento, CA 95812-2769

Note: For detailed information on member satisfaction with care for teens and children with chronic conditions, visit [http://www.mrmib.ca.gov/MRMIB/Consumer\\_Survey.html](http://www.mrmib.ca.gov/MRMIB/Consumer_Survey.html).

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# Health Plan Quality Measures

This section presents health plan quality information for the Healthy Families Program. Each plan provided information on the number of children who received certain preventive care services during 2006. The information provided is based on a nationally recognized quality measurement approach that many purchasers of health insurance consider a standard for measuring health care quality.

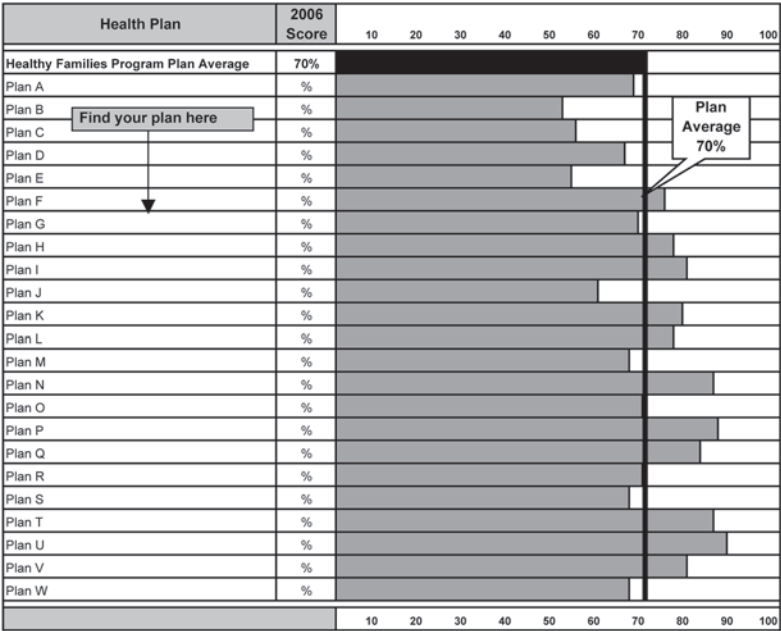
This section includes quality information related to four services:

- **Childhood Immunizations** - measures the percent of children who received all recommended immunizations by age two.
- **Well-Child Visits** - measures the percent of children, ages three through six, who received a preventive health visit.
- **Adolescent Well-Care Visits** - measures the percent of teens, ages 12 through 18, who received a preventive health visit.
- **Children's Access to Primary Care Practitioner** - measures the percent of children, ages 1 through 18, who had a healthcare visit with a primary care physician, nurse practitioner, or other primary care provider.

These charts allow you to compare individual health plan scores for each measure.

Plan scores vary widely among measures. In other words, a plan's high/low score in one measure may not indicate a high/low score in another measure. The information is presented for your review and should be used in combination with other factors you consider important in making your health plan choice.

# How to Read the Chart

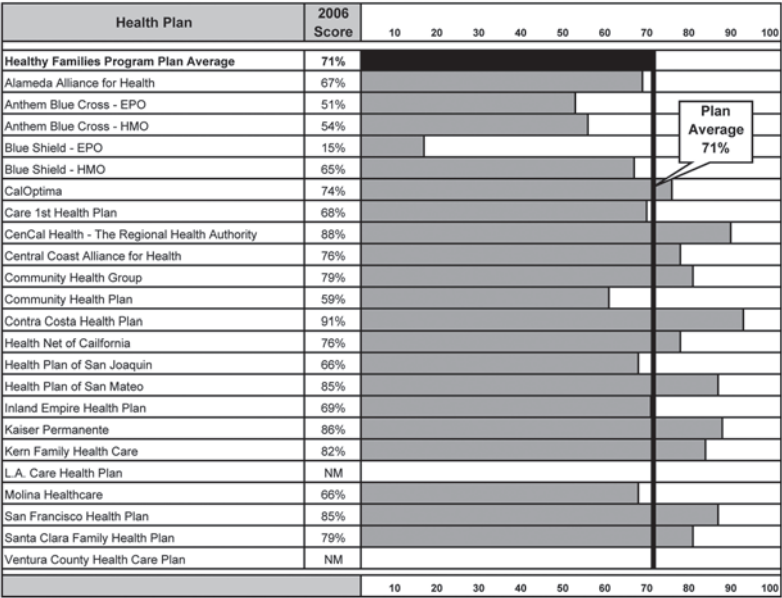


Find your plan score. A higher score is better.

# Childhood Immunization Status

This measure describes the percentage of children who turned two years old in 2006, who were continuously enrolled for 12 months before their second birthday, and who received immunizations as recommended by the American Academy of Pediatrics.

Immunizations have proven to be one of the easiest and most effective methods of delivering preventative medicine. Immunizations are an important defense against childhood diseases. *(American Academy of Pediatrics)*



NM = Not Meaningful / Not enough data to report this plan's score

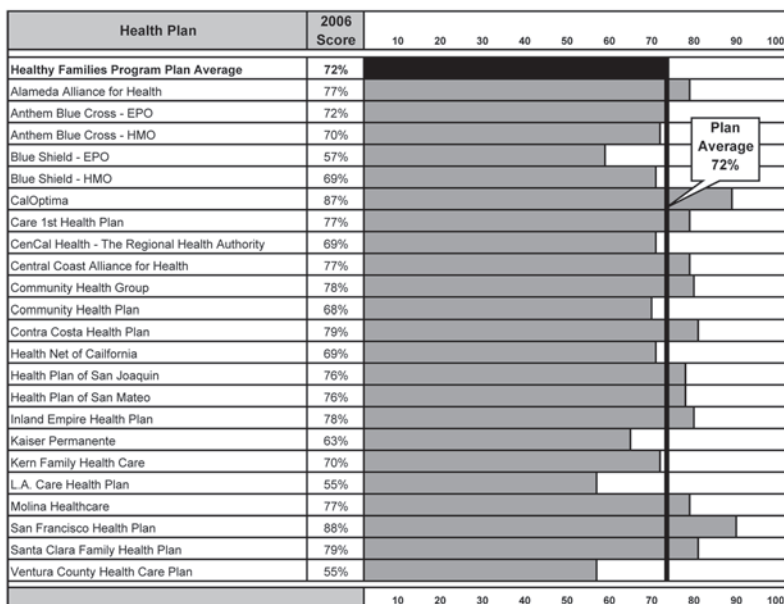
Note: The following plans have changed their name:

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- Santa Barbara Regional Health Authority is now CenCal Health - The Regional Health Authority

## Well-Child Visits in the 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> Years of Life

This measure describes the percentage of members who were three, four, five, or six years old during the measurement year, who were continuously enrolled in the plan during 2006, and who received one or more well-child visit(s) with a primary care provider during the year.

The American Academy of Pediatrics recommends annual well-child visits for two to six year olds. Benefits of this measure include detection of potential vision, speech, or other conditions to prevent or reduce learning problems.



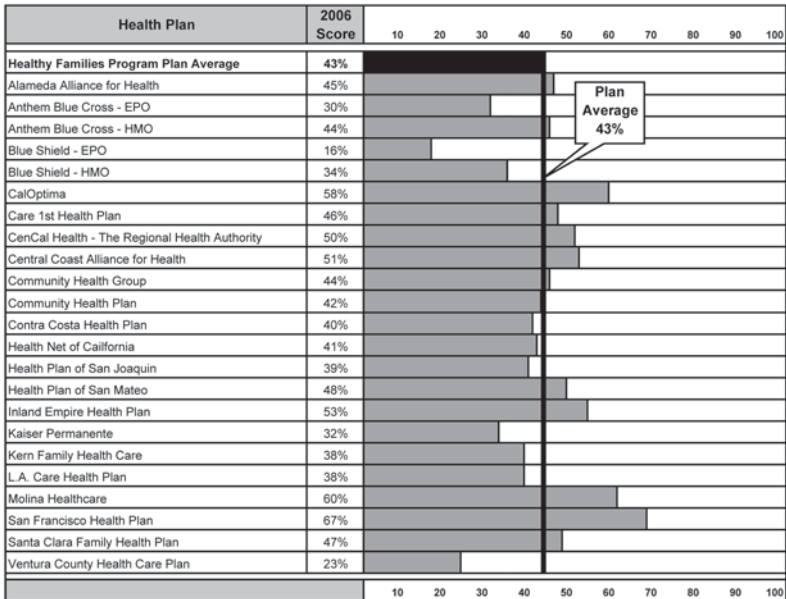
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## Adolescent Well-Care Visits

This measure describes the percentage of members ages 12 through 18 who were continuously enrolled in the plan during 2006, and received at least one comprehensive well-care visit with a primary care practitioner during the year.

Detection of changes in physical, social, and emotional health status during this transitional period in a child's life is of great importance. The American Medical Association and the American Academy of Pediatrics stress the need for yearly visits for this population.



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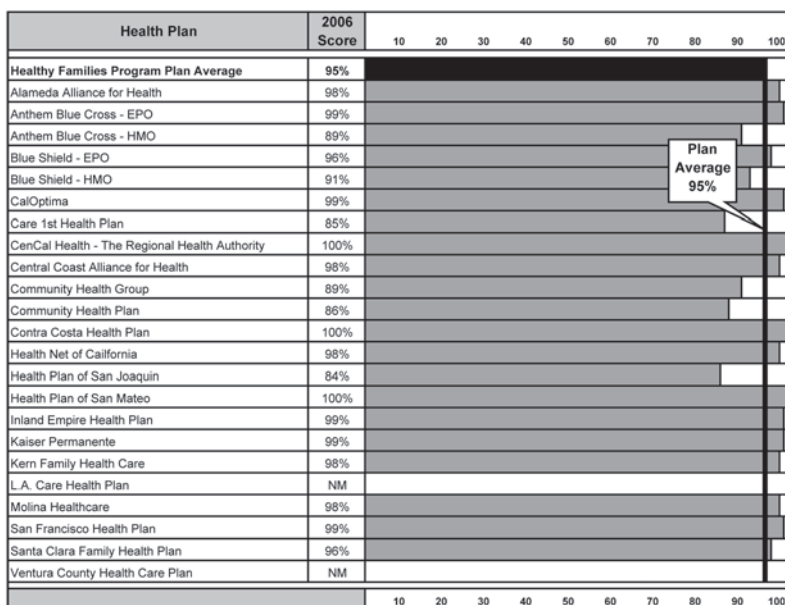


# Children's Access to Primary Care Practitioners

## Children Ages 12-24 months

This measure describes children ages 12 months through 24 months who were continuously enrolled during 2006 and had a visit with a primary care practitioner during the measurement year.

Childhood access to primary care practitioners is positively associated with successful completion of recommended immunizations and identification and treatment of childhood conditions at early stages of disease. (*American Academy of Pediatrics*)



NM = Not Meaningful / Not enough data to report this plan's score

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# Children's Access to Primary Care Practitioners

## Children Ages 25 months through 6 years

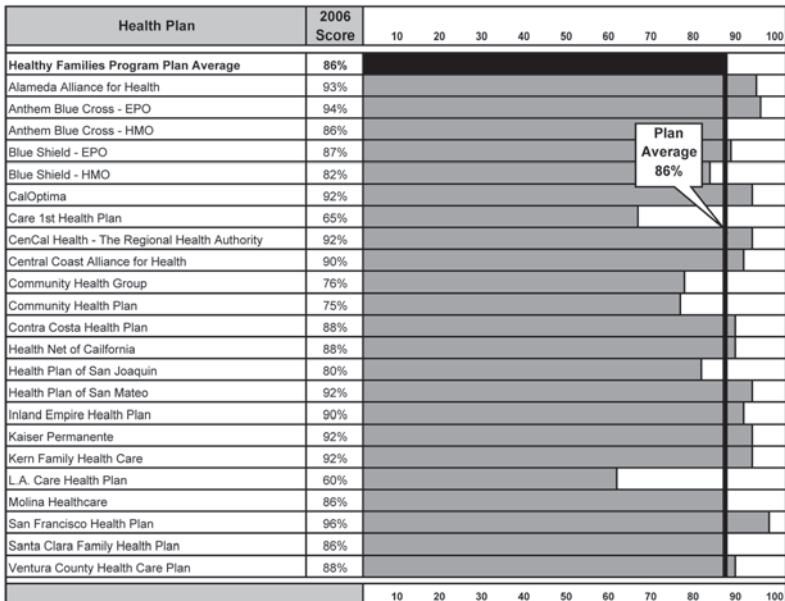
This measure describes children ages 25 months through 6 years who were continuously enrolled during 2006 and had a visit with a primary care practitioner during the measurement year.

### Why is access for children important?

Children who have health insurance generally have better health throughout their childhood and into their teens. They are more likely to:

- Receive needed shots that prevent disease;
- Get treatment for recurring illnesses such as ear infections and asthma;
- Get preventative care to keep them well;
- Get sick less often; and
- Get the treatment they need when they are sick.

(U.S. Department of Health & Human Services)



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# Children's Access to Primary Care Practitioners

## Children Ages 7-11 years

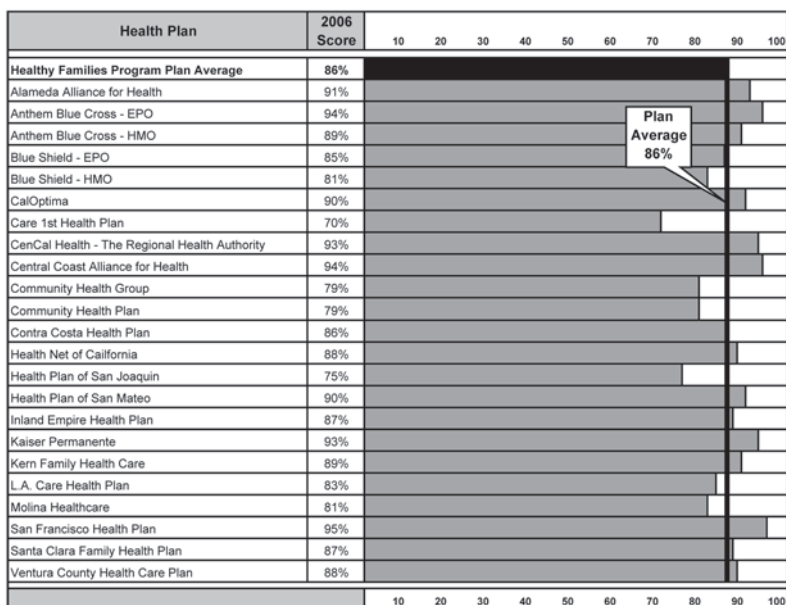
This measure describes children ages 7 years through 11 years who were continuously enrolled during 2005 and 2006, and who had a visit with a primary care practitioner during either year.

### Why is access for children important?

Children who have health insurance generally have better health throughout their childhood and into their teens. They are more likely to:

- Receive needed shots that prevent disease;
- Get treatment for recurring illnesses such as ear infections and asthma;
- Get preventative care to keep them well;
- Get sick less often; and
- Get the treatment they need when they are sick.

*(U.S. Department of Health & Human Services)*



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# Children's Access to Primary Care Practitioners

## Children Ages 12-18 years

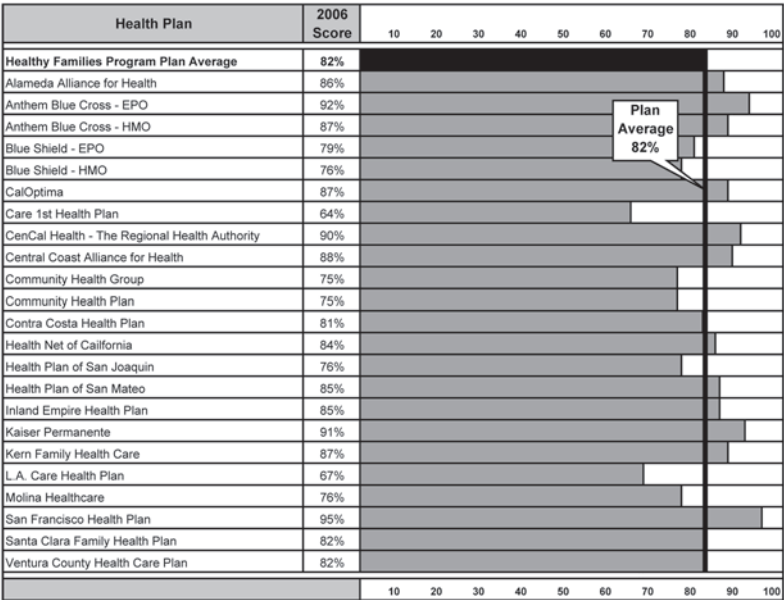
This measure describes children ages 12 years through 18 years who were continuously enrolled during 2005 and 2006, and who had a visit with a primary care practitioner during either year.

### Why is access for children important?

Children who have health insurance generally have better health throughout their childhood and into their teens. They are more likely to:

- Receive needed shots that prevent disease;
- Get treatment for recurring illnesses such as ear infections and asthma;
- Get preventative care to keep them well;
- Get sick less often; and
- Get the treatment they need when they are sick.

(U.S. Department of Health & Human Services)



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# Members' Experience

*What families think about their children's health and dental plans*

## About the Survey

The Healthy Families Program conducted a survey to assess families' satisfaction and experiences with their children's health and dental plans. The survey was conducted by mail during the months of September through November 2007. The 2007 survey results provide you with additional information about your Healthy Families Program health and dental plan choices. Some plans operate in one county, other plans operate in multiple counties.

An independent survey company conducted the survey and prepared this report. The survey was not sponsored or conducted by plans participating in the program. This report was developed based on feedback from families in the Healthy Families Program.

The survey was conducted in five languages—English, Spanish, Vietnamese, Korean and Chinese. Families were randomly selected to participate in the survey. Only those families with a child enrolled in the program for at least six months were eligible to participate. Over 26,000 families were selected for the survey. Of those families surveyed, 52% responded to questions about their health plan, and 49% responded to questions about their dental plan. Responses

received from families surveyed were kept confidential.

The survey asked families about their experiences with the health care their children received in the last six months and dental care their children received in the last twelve months. Specific questions were related to the ability to get care when they needed it, or if the office staff treated them with courtesy and respect. Families were also asked to rate their child's health/dental care and health/dental plan.

Studies show that different language and cultural groups respond to surveys differently. In comparing the results among language groups in this survey, it seems that the language spoken influenced how members rated a plan. While most families are satisfied with the program, people who answered the survey in Korean and Chinese expressed less satisfaction than those who answered in other languages. Some plans participating in the program had a high number of people who responded in Korean and Chinese, and therefore had lower scores than plans with fewer people responding in Korean and Chinese. No one yet understands how to account for these differences.

## How to Read the Charts

Percentage of families who gave the least positive answers to the survey questions. These answers are always at this end of the bar in gray.

Percentage of families who gave the in-between answers to the survey questions. These answers are always in the middle of the bar in white.

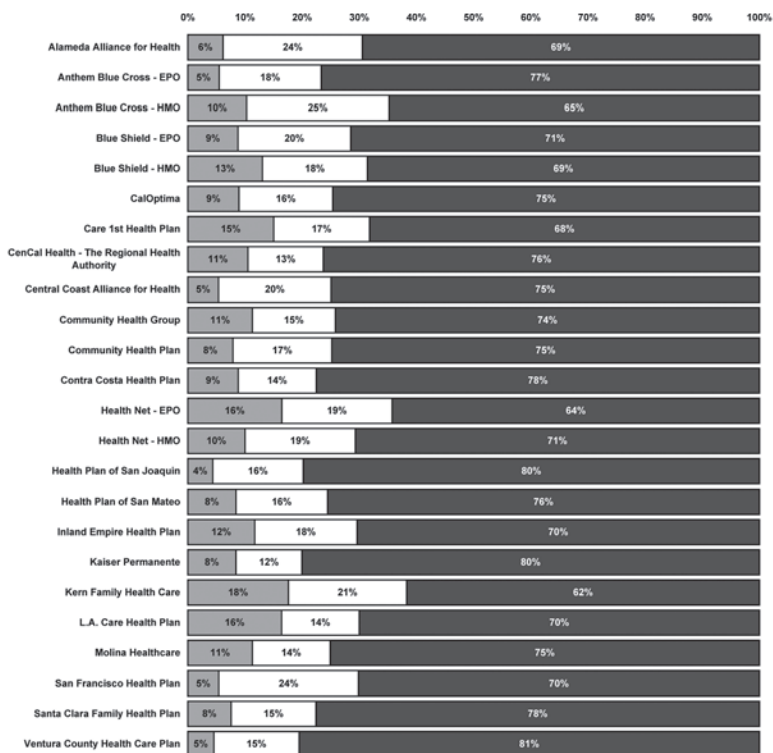
Percentage of families who gave the most positive answers to the survey questions. These answers are always at this end of the bar in black.



# Getting Needed Care for Your Child

This chart shows the results of 4 survey questions that asked families how much of a problem in the last 6 months it was to:

- Get a personal doctor or nurse they were happy with for their child
- Get a referral to a specialist that their child needed to see
- Get care for their child that they or their doctor believed necessary
- Get care approved by their child's health plan without delays



Note: Due to rounding, not all plan scores will total 100%.

**Worst** ————— **Best**

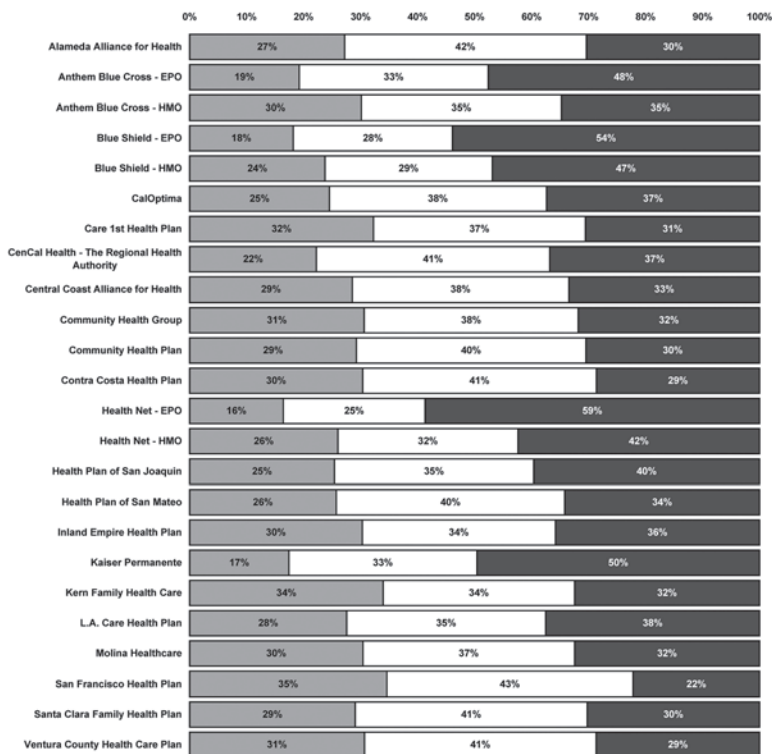
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# Getting Care Quickly for Your Child

This chart shows the results of 4 survey questions that asked families how often in the last 6 months they:

- Got the help or advice they needed for their child when they called during regular office hours
- Got an appointment as soon as they wanted for their child for regular or routine health care
- Got care as soon as they wanted for their child for an illness or injury
- Waited less than 15 minutes past their child's appointment time to be taken to the exam room



Note: Due to rounding, not all plan scores will total 100%.

**Worst** ————— **Best**

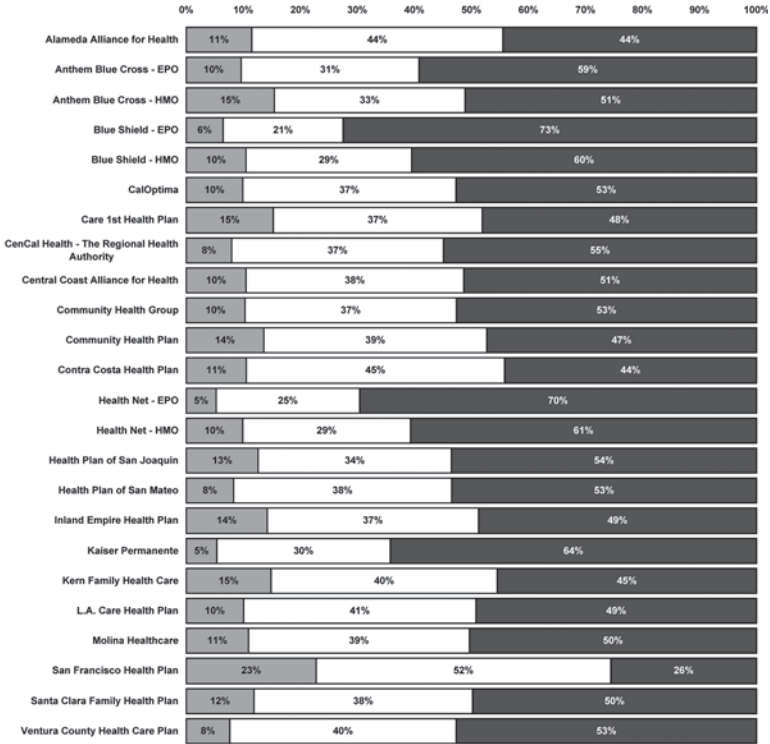
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# How Well Doctors Communicate

This chart shows the results of 4 survey questions that asked families how often in the last 6 months their child’s doctors or other health providers:

- Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with their child



Note: Due to rounding, not all plan scores will total 100%.

**Worst** ————— **Best**

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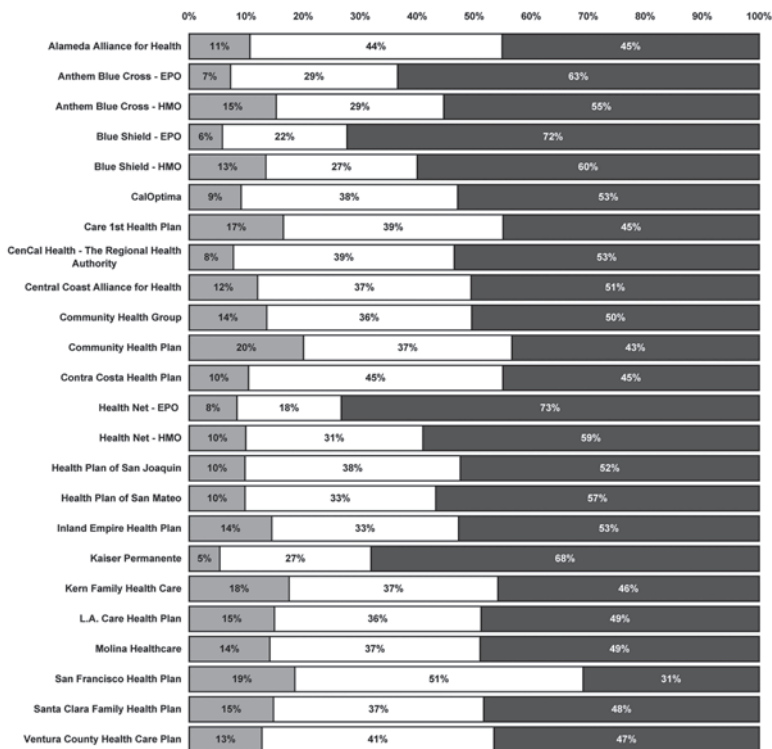
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## Courteous and Helpful Office Staff

This chart shows the results of 2 survey questions that asked families how often in the last 6 months the office staff at their child's doctor's office or clinic:

- Treated them and their child with courtesy and respect
- Were as helpful as the family thought they should be



Note: Due to rounding, not all plan scores will total 100%.

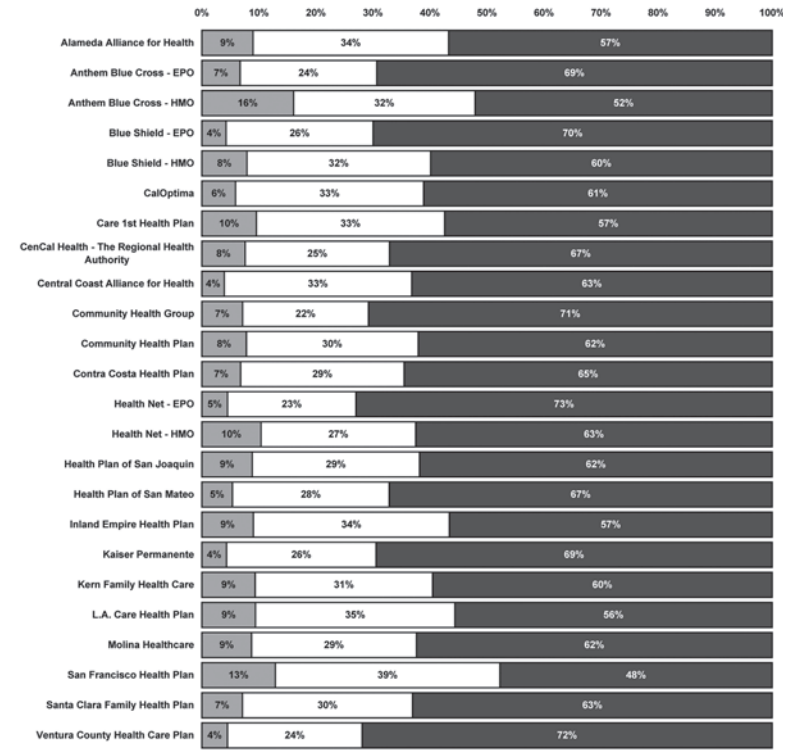
**Worst** ————— **Best**

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# Personal Doctor or Nurse

This chart shows the results of a survey question that asked families to rate their child’s personal doctor or nurse on a scale of 0 (“worst personal doctor or nurse possible”) to 10 (“best personal doctor or nurse possible”) based on their experiences in the last 6 months.



Note: Due to rounding, not all plan scores will total 100%.

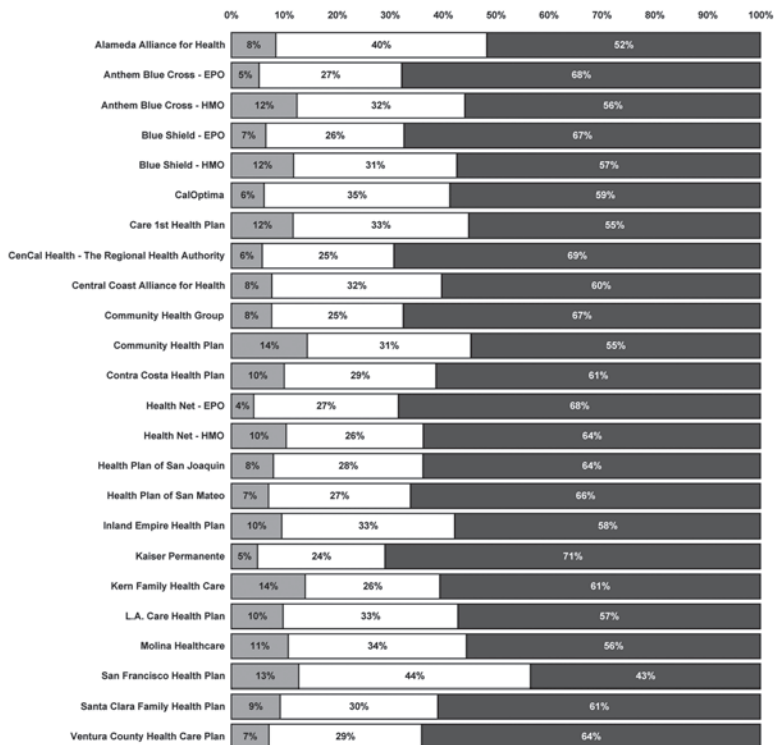
Worst ————— Best

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# Health Care

This chart shows the results of a survey question that asked families to rate their child’s health care from all doctors and other health providers on a scale of 0 (“worst health care possible”) to 10 (“best health care possible”) based on their experiences in the last 6 months.



Note: Due to rounding, not all plan scores will total 100%.

**Worst** ————— **Best**

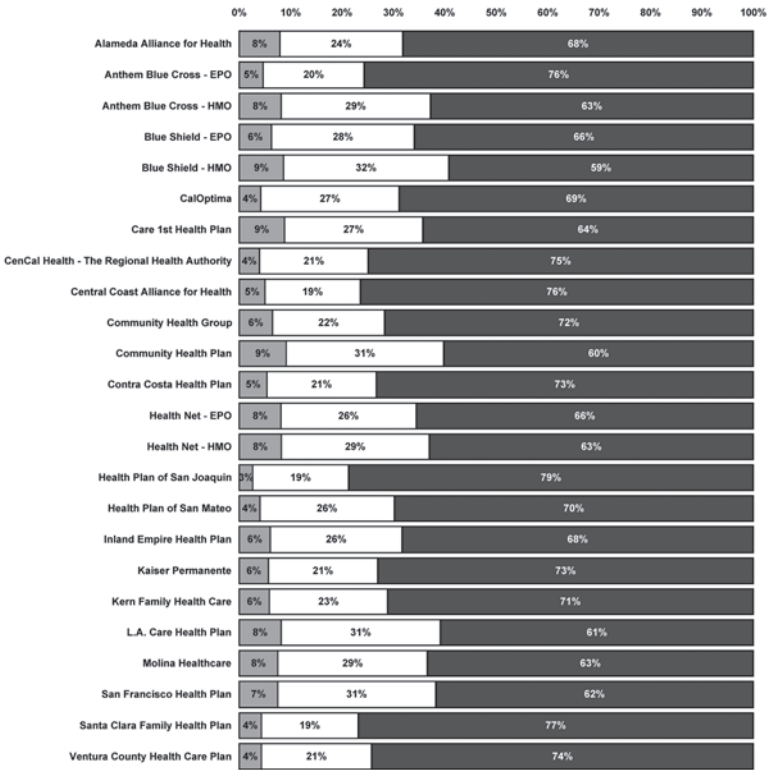
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Members' Experience:  
Health Plans

# Health Plan

This chart shows the results of a survey question that asked families in each plan to rate their child’s health plan on a scale of 0 (“worst health plan possible”) to 10 (“best health plan possible”) based on their experiences in the last 6 months.



Note: Due to rounding, not all plan scores will total 100%.

Worst ————— Best

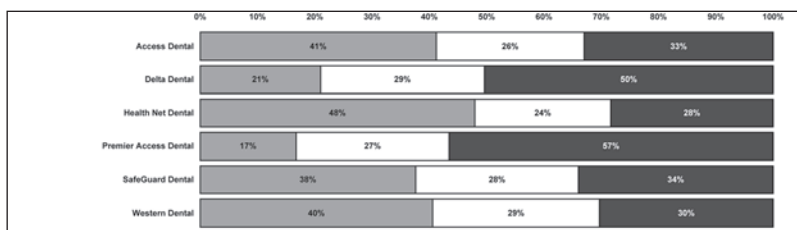
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## Getting Care Quickly for Your Child

This chart shows the results of 5 survey questions that asked families how often in the last 12 months they:

- Got the help or advice they needed for their child when they called during regular office hours
- Got an appointment as soon as they wanted for their child to fill or treat a cavity
- Got an appointment as soon as they wanted for their child for regular or routine dental care
- Got care as soon as they wanted for their child for mouth pain or dental problem
- Waited less than 15 minutes past their child's appointment time to see the person their child went to see



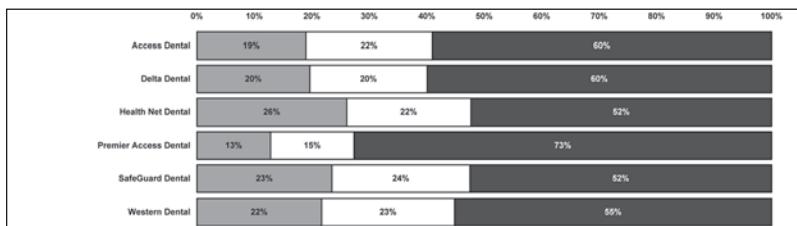
Note: Due to rounding, not all plan scores will total 100%.

**Worst** ————— **Best**

## How Well Dentists Communicate

This chart shows the results of 6 survey questions that asked families how often in the last 12 months their child's dentists or other dental providers:

- Listened carefully to them
- Explained things in a way they could understand
- Had a hard time speaking with them or their child because they spoke different languages
- Showed respect for what they had to say
- Spent enough time with their child

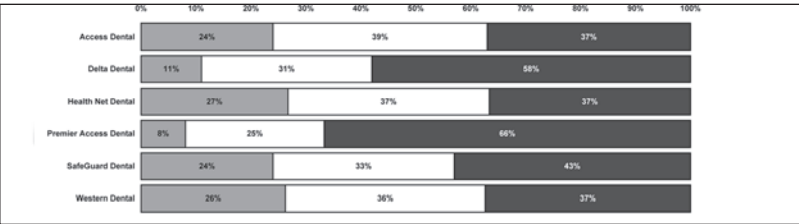


Note: Due to rounding, not all plan scores will total 100%.

**Worst** ————— **Best**

# Personal Dentist

This chart shows the results of a survey question that asked families to rate their child’s personal dentist on a scale of 0 (“worst personal dentist possible”) to 10 (“best personal dentist possible”) based on their experiences in the last 12 months.

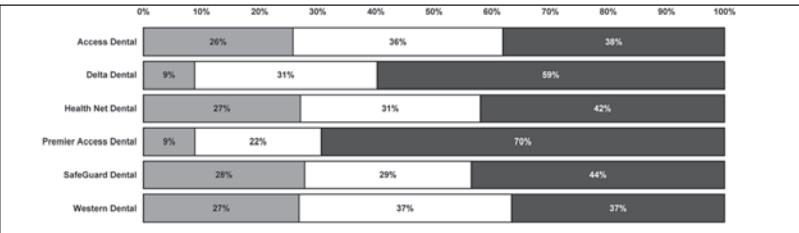


Note: Due to rounding, not all plan scores will total 100%.

Worst ————— Best

# Dental Care

This chart shows the results of a survey question that asked families to rate their child’s dental care from all dentists and other dental providers on a scale of 0 (“worst dental care possible”) to 10 (“best dental care possible”) based on their experiences in the last 12 months.

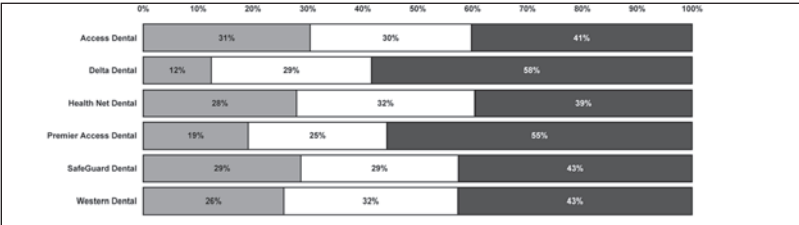


Note: Due to rounding, not all plan scores will total 100%.

Worst ————— Best

# Dental Plan

This chart shows the results of a survey question that asked families to rate their child’s dental plan on a scale of 0 (“worst dental plan possible”) to 10 (“best dental plan possible”) based on their experiences in the last 12 months.



Note: Due to rounding, not all plan scores will total 100%.

Worst ————— Best